



## **Online Tourism Operators Forum – Friday June 5, 2020 (12pm)**

### **Format:**

The forum will take place online using Zoom as the platform. All participants must be registered in advance of the meeting and use the password and link provided.

During the video-conference, all participants will be muted except the featured presenters.

Throughout the forum, participants can raise general questions using Slido. To access Slido, open another window on your computer or your phone and enter <https://www.sli.do>. The passcode for the meeting is 62335. Once this is entered it will take you to the video-conference question centre where you can type in your question and/or vote for other people's questions. The most popular questions get raised to the top and will be the ones that are featured during the Q&A portion. Please include your name with your question so that we can follow up with you if needed.

If you encounter problems with the technology contact Coralie at (867) 689-1404.

60 participants

### **Meeting Agenda**

12pm – Welcome and Overview

TIA Yukon Executive Director, Blake Rogers

- housekeeping points

Min 12:04:11 – Industry Update

TIA Yukon Chair, Neil Hartling

- don't see international travel this year
- right now businesses making decision whether to open or not for summer
- update your business status online (website, facebook etc.)
- TIA PPE
- WTAY working group is collecting best practices for industry
- with official bubble with BC, activate local marketing program
- TCMF applications open coming out Monday

Min 12:12:31 – Government of Canada Update

Yukon MP and Parliamentary Secretary for CanNor, Hon. Larry Bagnell

- \$2.2 billion for municipalities advance on gas tax money
- cruise ships banned in Canadian waters until Oct 3rd
- boats 12 seats or more not allowed / expires June 30/ rules of territorial Gov
- \$650 million for indigenous people
- CEBS changed rules
- CEWS consultation last day today
- support for people with disabilities announced
- \$14 billion for provinces and territories to help restart economy

Min 12:17:30 - Yukon Tourism & Culture

Valerie Royle & Pierre Germain

- Condor: Whitehorse has been removed as destination to fly to this summer
- in-destination marketing campaign, come out in coming weeks
- marketing campaign for BC July 1
- discussion with FN on opening VIC's
- working with individual communities / FN how they like to have visitors

Min 12:21:20 – Update from Yukon Environment – Parks Branch

Scott Cameron, Information Officer

- Campgrounds opened yesterday / busy week in preparation
- camping is different during covid - brochure
- park permits available now
- concerning BC bubble - who can use parks

12:25pm – Q&A

Min 25:31 - **Question 1**

As a tour operator we take clients on Glacier Tours over the Chilkoot. Can we still land at Bennett Lake and walk about the park if we are in a single bubble.

I was referring to landing by Float Plane after we take guests for a glacier tour. No one is hiking the trail. We land for a half hour for a short break in flying and would walk to the church.

response from Kathy Burden, Public Relations and Communications Officer, Yukon Field Unit:\* will follow up

Min 28:00 - **Question 2**

With the opening of Yukon Territorial Campgrounds and the BC restrictions being lifted, can residents of BC use them? What will enforcement look like?

response from Scott Cameron Yukon Parks

Min 29:54 **Question 3**

With the anticipated "opening date" of July 1 for BC, when can we expect an update on TCMF? Marketing efforts need to happen for operators that plan to operate.

Response from Pierre Germain / T&C

Min 31:09 **Question 4**

The lodge owner at Wolf Lake needs to get into his lodge for Maintenance and YG has denied him access. He will self isolate at his lodge. What is the reason?

Response Valerie Royle / Tourism & Culture

Min 32:21 **Question 5**

This morning we heard clients already booked tickets with Condor. So, they seem to operate. Despite all previous replies, we are still looking for real clarity.

Response by Valerie Royle

Response by Neil Hartling

Min 36:59 **Question 6**

Will people need ID or other proof they are allowed to use campgrounds. example, a non-Yukon essential worker who is residing in Yukon.

Response from Scott Cameron, Yukon Parks

Min 39:53 **Question 7**

Are there currently any restrictions on accessing the backcountry? For example: canoe trips in the Peel region? Or rivers like the Teslin , Nisutlin, etc.

Response from Valerie Royle

Comment from Larry Bagnell

Comment from Scott Cameron

Min 42:52 **Question 8**

Larry/CanNor The Gas tax announcement is only advancing money that was already owed. Municipalities will off load on everyone. Why are they not being helped

Response from Larry Bagnell

Min 44:20 **Question 9**

With DC \$ shifted to domestic focus, will the department be reaching out to DMO's to discuss their in destination & BC marketing plans?

Response from Pierre Germain

Min 45:56 - Neil Hartling comments on question in zoom chat bar

From Viktoria Muhlbauer (Up North) to Everyone: (12:45 PM)

Related to Kalin's question (river trips):

I know we are supposed to check in with FN, but is there a plan to create an overview at some point with all those answers/guidelines?

Min 46:56 response from Valerie Royle

Min 47:48 Neil Hartling on updating your website

12:48:55 Comment from Teena Dickson on communication with FN

From zoom chat:

From Mal Malloch to Everyone: (12:47 PM)

The Yukon Chamber of Commerce (YCC) and others requested that the Business Advisory Council (BAC) recommend to the Yukon government that the Yukon Liquor Corp. pricing discount for the hospitality sector be increased from 10% to 25%. BAC made that recommendation. The Yukon Government just announced it has implemented this suggestion.

Min 51:04 - Note from Larry Bagnell

Min 52:30 Comment from Scott Cameron, Yukon Parks

- Herschel Island not open

Min 53:01 - Zoom chat

From Bruce McLean to Everyone: (12:50 PM)

Commercial trips involving overnight camping still not approved by Health.

Response from Pierre Germain

Response from Bruce McLean

Response from Valerie Royle checking in on it

12:58pm – Adjourn

Zoom sidebar chat:

12:03:09 From Coralie Ulyett : email [info@tiayukon.com](mailto:info@tiayukon.com) for PPE

12:07:43 From Kalin Pallett : Hi Everyone - if you have ANY questions or resources regarding best practices for tour operators, please don't hesitate to reach out to Sandy: [info@wtay.com](mailto:info@wtay.com) or myself: [kalin@eddyline.ca](mailto:kalin@eddyline.ca)

12:09:26 From Julia Heiroth : last day today:  
<https://www.canada.ca/en/department-finance/programs/consultations/2020/canada-emergency-wage-subsidy-consultation.html>

12:15:57 From Mal Malloch : Larry mentioned the national program, Small Business Relief Fund. It is a grant of \$10K. The intent is to ensure at least one recipient in the Yukon. We understand no one from the Yukon has yet applied. Details are on the TCC website and in yesterday's YCC newsletter.

12:16:20 From Neil Hartling : Operators - if you know you are opening or not, please let [info@wtay.com](mailto:info@wtay.com) know

12:29:27 From Torsten Eder : My Condor Flight with Condor to Germany on July 16th was just cancelled. They are not operating.

12:30:01 From Torsten Eder : ...out of Vancouver.

12:30:38 From robin anderson : Correct Torsten... just Seattle and Toronto this year.

12:30:59 From Wolfgang Bublitz : Condor is only offering direct flights to Toronto at the moment on their website from July on. The Vancouver flights are thru Toronto or Seattle connected, if they fly at all!

12:37:08 From Valerie Royle : Guidelines for travel in Yukon  
<https://yukon.ca/en/guidelines-travel-within-yukon-covid-19>

12:39:15 From Valerie Royle : Info on Tombstone backcountry hiking and camping from Yukon.ca  
<https://yukon.ca/hike-camp-tombstone#camping-at-tombstone-territorial-park>

12:39:58 From TIA Yukon To Timothy Bell(privately) : Hi Tim, that was my bad, I told Larry I thought you were based in AK

12:40:44 From Larry Bagnell MP To TIA Yukon(privately) : ok Thanks Timothy

12:41:02 From Valerie Royle : Good point - we will get info out as soon as we have it.

12:42:53 From Mal Malloch : The Yukon Chamber of Commerce (YCC) and others requested that the Business Advisory Council (BAC) recommend to the Yukon government that the Yukon Liquor Corp. pricing discount for the hospitality sector be increased from 10% to 25%. BAC made that recommendation. The Yukon Government just announced it has implemented this suggestion.

12:45:41 From Bruce McLean : Commercial trips involving overnight camping still not approved by Health.